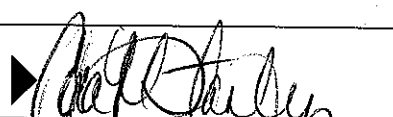


# ORDER FOR SUPPLIES OR SERVICES

PAGE OF PAGES

1 2

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

1. DATE OF ORDER 07/30/2010		2. CONTRACT NO. (if any) EP-W-10-011		6. SHIP TO: a. NAME OF CONSIGNEE REGION 6				
3. ORDER NO. EP-DTO6-00004		4. REQUISITION/REFERENCE NO. PR-R6-10-00223		b. STREET ADDRESS US ENVIRONMENTAL PROTECTION AGENCY 1445 ROSS AVENUE SUITE 1200 DALLAS TX 75202-2733				
5. ISSUING OFFICE (Address correspondence to) REGION 6 US ENVIRONMENTAL PROTECTION AGENCY 1445 ROSS AVENUE SUITE 1200 DALLAS TX 75202-2733				c. CITY DALLAS		d. STATE TX	e. ZIP CODE 75202-2733	
7. TO: a. NAME OF CONTRACTOR TOEROEK ASSOCIATES INC b. COMPANY NAME c. STREET ADDRESS 300 UNION BLVD SUITE 520 d. CITY LAKEWOOD e. STATE CO f. ZIP CODE 80228-1552				f. SHIP VIA 8. TYPE OF ORDER <input type="checkbox"/> a. PURCHASE <input checked="" type="checkbox"/> b. DELIVERY REFERENCE YOUR: Please furnish the following on the terms and conditions specified on both sides of this order and on the attached sheet, if any, including delivery as indicated. Except for billing instructions on the reverse, this delivery order is subject to instructions contained on this side only of this form and is issued subject to the terms and conditions of the above-numbered contract.				
9. ACCOUNTING AND APPROPRIATION DATA See Schedule				10. REQUISITIONING OFFICE R6DSF				
11. BUSINESS CLASSIFICATION (Check appropriate box(es)) <input type="checkbox"/> a. SMALL <input type="checkbox"/> b. OTHER THAN SMALL <input type="checkbox"/> c. DISADVANTAGED <input type="checkbox"/> d. WOMEN-OWNED <input type="checkbox"/> e. HUBZone <input type="checkbox"/> f. EMERGING SMALL BUSINESS <input type="checkbox"/> g. SERVICE-DISABLED VETERAN-OWNED				12. F.O.B. POINT Destination				
13. PLACE OF a. INSPECTION Destination b. ACCEPTANCE Destination		14. GOVERNMENT B/L NO.		15. DELIVER TO F.O.B. POINT ON OR BEFORE (Date)		16. DISCOUNT TERMS		
17. SCHEDULE (See reverse for Rejections)								
ITEM NO. (a)	SUPPLIES OR SERVICES (b)			QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
	DUNS Number: 825211824 Enforcement Support Services  Attachment 1 entitled "Performance Work Statement" is included. It consists of 32 pages. Continued ...							
18. SHIPPING POINT		19. GROSS SHIPPING WEIGHT		20. INVOICE NO.		17(h) TOTAL (Cont. pages)		
21. MAIL INVOICE TO:								
a. NAME RTP FINANCE CENTER						\$50,000.00		
b. STREET ADDRESS (or P.O. Box) US ENVIRONMENTAL PROTECTION AGENCY RTP-FINANCE CENTER MAIL DROP D143-02 109 TW ALEXANDER DRIVE								
c. CITY DURHAM		d. STATE NC	e. ZIP CODE 27711			\$50,000.00		
22. UNITED STATES OF AMERICA BY (Signature) 				23. NAME (Typed) Cora Stanley TITLE: CONTRACTING/ORDERING OFFICER				

**ORDER FOR SUPPLIES OR SERVICES  
SCHEDULE - CONTINUATION**

PAGE NO

2

IMPORTANT: Mark all packages and papers with contract and/or order numbers.

DATE OF ORDER  
07/30/2010

CONTRACT NO.  
EP-W-10-011

ORDER NO.  
EP-DT06-00004

ITEM NO. (a)	SUPPLIES/SERVICES (b)	QUANTITY ORDERED (c)	UNIT (d)	UNIT PRICE (e)	AMOUNT (f)	QUANTITY ACCEPTED (g)
0001	<p>TOPO: Karen Hartis Admin Office: REGION 6 US ENVIRONMENTAL PROTECTION AGENCY 1445 ROSS AVENUE SUITE 1200 DALLAS TX 75202-2733</p> <p>Accounting Info: 10-TCD-06S-302EC7C-2505-C001-1006ENC003-001 BFY: 10 Fund: TCD Budget Org: 06S Program (PRC): 302EC7C Budget (BOC): 2505 Job #: 06WQWQ00 Cost: C001 DCN - Line ID: 1006ENC003-001 Period of Performance: 07/30/2010 to 04/11/2013</p> <p>Funding for ESS IV Contract EP-W-10-011 Task Order 004</p> <p>The obligated amount of award: \$50,000.00. The total for this award is shown in box 17(i).</p>	1	EA	50,000.00	50,000.00	

TOTAL CARRIED FORWARD TO 1ST PAGE (ITEM 17(H))

\$50,000.00

AUTHORIZED FOR LOCAL REPRODUCTION  
PREVIOUS EDITION NOT USABLE

OPTIONAL FORM 348 (Rev. 4/2006)

Prescribed by GSA FAR (48 CFR) 53.213(f)

**PERFORMANCE WORK STATEMENT**  
**ENFORCEMENT FIRST MAXIMIZATION CENTER SUPPORT**

**I. OVERVIEW****Purpose**

The purpose of this Statement of Work is to set forth requirements for contractor support to EPA for its operation of the Superfund Litigation Resource Center, known as the Enforcement Maximization Center (EFMC). The primary function of the EFMC is to support Superfund cost recovery cases from referral preparation through final judgment or settlement. Contractor support required by this SOW could include (if requested by the EPA Contract Technical Representative (COTR) in a Work Order): enforcement support for notice correspondence, support to EPA for its responsibilities in: analysis for negotiation preparation, development of allocation approaches, secure external document review, and maintenance of multi-site materials, are among the other activities conducted at the EFMC. The multi-site evidentiary (or potentially evidentiary) materials housed within the EFMC embrace Superfund site files, along with case development records, standard reference materials, and manuscript sources to comply with all relevant law, regulation, and guidance [18 U.S.C. 2701, 40 U.S.C. 759, 44 U.S.C. 2904, 44 U.S.C. 2905, 44 U.S.C. 3102, 44 U.S.C. 3103, 44 U.S.C. 3106, 44 U.S.C. 3301, 44 U.S.C. 3303a, 44 U.S.C. 3501; 36 CFR Chapter 12; IRM Policy Manual Chapter 10, EPA Records Management Manual].

The required activities under this Statement of Work include analysis, review, gathering, segregating, indexing, converting, organizing, storing and increasing information accessibility for litigation and enforcement purposes.

**Background**

Through the conduct of good litigation support practices, EPA seeks to preserve its institutional memory for cost recovery purposes, while enhancing Superfund records management as a whole. Cost Recovery Superfund information management practices must preserve vital records and ensure accessibility to Superfund records by the EPA community, the PRP community, and the general public. While litigation needs are being addressed, this scope intends to promote dissemination of information in ways that increase government productivity and protect the public interest, and satisfy Superfund enforcement requirements for information security.

The EFMC functions as a secure environment for pre-litigation and litigation relevant materials and at the same time ensures that documents are retrievable and available to others as needed. To this end, document organization, control, and history management processes are critical. Current EFMC inventories are a combination of manual and electronic lists, and different databases for a variety of collections. EFMC will continue to grow; some work under this task order will result in the accumulation of materials that may be used to develop cost recovery referrals and support Superfund enforcement research. Over time, the scope and disposition of these accumulated materials has changed. At the conclusion of the referral development process, materials gathered are dispositioned to the site file (generally into ND but sometimes other categories are relevant), into the EFMC library use where multi-site applicability is suspected, or both. These disposition efforts require physical and electronic processes.

The unanticipated volume of documents of all media gathered and processed by the EFMC has necessitated the development and use of more sophisticated document management. Under this SOW, the EPA seeks to improve the efficiency of EFMC processes and use of the Regional 6 Records System (Versatile/Enterprise) as well as the Superfund Document Management System (-CR, -2, and PERL). Therefore, this SOW features responsibility for maintenance of current approaches as well as transitional and new functions regarding document management.

Capturing history of document review, production, and release is an important EFMC function. To date, Region 6 records systems do not feature safeguards to capture and lock-down processing audit trails; neither is version control of documents a part of SDMS. Therefore, EFMC seeks to overcome the inherent document management system shortcomings with compensating business processes. The contractor shall be responsible for maintaining COTR-provided past, current, and new enforcement and litigation outputs including

but not limited to production lists, production collections, confidential inventories, privilege logs, business document inventories, cost documentation inventories, predecessor contract work order files, as well as standard operating procedures, workflows, business process descriptions, and other operational documentation. Copies of these files/documents/programs will be made available after award and as needed. The contractor shall, however, convert the old excel based inventory to an access database during the conduct of this SOW.

A number of new initiatives are featured in this SOW for EFMC regarding document organization and maintenance. To increase process efficiency and reduce potential risk to document integrity of record and non-record material housed in EFMC, scanning and digital conversion is now part of this scope, and shall be conducted within the EFMC facility. Document preparation and indexing of material to be scanned or converted may occur under this EFMC Task Order, an Enforcement Officer (EO) Task Order, or by other EPA or SEE staff. All activity steps, however, must be completed with the same standards to facilitate transition between entities conducting work. Functionally devoted to litigation and enforcement support, the EFMC Task Order can also be considered a document management approach test bed, in which new software, new processes, new resources, new tools, and new interfaces for document sharing and case development may be tasked and explored.

### **EFMC Description**

The EFMC is comprised of four major physical areas within the Region 6 office space: external review, stack area, war rooms, and contractor space. Each functional area is identified below; specific room assignments are not defined within this SOW as room assignments change with priorities. The Contractor is required under this SOW to support moves of staff, furniture, equipment, EFMC collections, and other associated EFMC resources. Reference Task 3.2 below for EFMC Security Requirements.

External review area: Opened for external, contractor-supported review of documents housed within the EFMC. This is the only public area within the EFMC, and is generally locked. Occasionally the space may be used for internal review on a short term basis. Reference Task 3.2.1 below for security requirements.

With special arrangement, EPA or non-EFMC contractors may also work in this area with documents housed within EFMC but whose efforts fall outside of this Task Order. (See also, external review and release below.)

Stack area: Main shelf area within the EFMC, including internal review rooms. Reference Task 3.2.2 below for security requirements.

Work rooms/  
War rooms: Until site files are brought to current standards, contractors may be authorized to use a site-assigned war room for work space. Tasking will reflect these assignments. War rooms are designated as EPA working spaces only. The EPA COTR will make arrangements for the availability of war room materials to the contractor for inventory and specific task order purposes as needed.

Contractor area: The contractor shall occupy this space for its administrative functions. Reference Task 3.2.3 below for security requirements.

At the time of this writing, an eighth floor space outside of EFMC is still available for EFMC use, which includes two workstations and two small rooms. One workstation is occupied by an EFMC-dedicated SEE employee, while the two rooms house EFMC microform to digital conversion equipment, and EFMC administrative files. In addition, EFMC also occupies space at the Cabell building on Commerce Street.

## **II. APPROACH**

By continuing and expanding the unique approach to EPA Superfund information management that the old

Cost Recovery Workroom represented, Region 6 seeks to create and maintain EFMC physical and electronic resources that capture and disseminate site relevant material (regardless of source), while preserving source information and document retrieval capability for all Superfund users. Most contractor work shall be conducted on-site, and in EPA-provided office space within the EFMC, with a combination of government provided and contractor provided equipment and tools.

Under the EFMC Task Order, the Contractor shall primarily be engaged in three major areas of responsibility, Operations; Document Organization and Control; and Litigation Support. Activities which support the development and maintenance of infrastructure for enforcement and litigation processes will be tasked as well. Generally, activities unique to EFMC will be tasked on an EFMC (B2c) Checklist.

The Contractor shall gather, segregate, review, analyze, organize, label, scan, reproduce, index, inventory, redact, convert, monitor, box, transport, store, and conduct any and all document management functions to protect and to support production of Superfund Enforcement relevant materials while ensuring information accessibility and collections history for enforcement purposes, including litigation.

The Contractor shall be responsible for location, identification, retrieval, transportation, restoration, review, production, indexing, inventory, security, reorganization, interim disposition, and any other document management, maintenance, or conversion as tasked by the EPA. Sampling, analysis, and reporting regarding potentially contaminated documents may be tasked as well.

Coordination with Superfund Records Center (SRC) other EPA file rooms and staff, FOIA staff, and external parties is required under this function. The Contractor shall convert documents from one media to another, based on specific requests from EPA. Document Management Checklists will be developed during the Contract, and will be completed and provided as work is tasked.

### **III. GENERAL REQUIREMENTS**

#### Daily Coverage in the EFMC

The contractor shall provide daily operation, and maintenance of the EFMC facility and its holdings. The contractor shall provide support, as required by this SOW and as required in the individual Work Orders issued by the EPA EFMC COTR, between the hours of 9:00 a.m. to 5:30 p.m. Additional or alternate coverage may be required in special cases, and will be handled on an individual basis. The EFMC contractor staff shall follow Regional policies which may apply to contracting employees as established in the Regional Directives System, as directed by the EPA EFMC COTR.

#### Equipment

For its own administrative functions, the contractor shall furnish its own computers and agency compatible software, as required by the ESS 04 contract terms, to carry out the work required under this contract. The contractor shall maintain the required number of licenses for the software utilized as legally required. The location of the pertinent licensing information shall be available through the EFMC. The Contractor shall be required to provide external storage devices for backing up collections, administrative holdings, including work product documentation, of EFMC.

Government-owned equipment located in EFMC will remain to support EFMC functions. In addition, equipment from the Digital Conversion area (old Day-Forward) is expected to be moved to support EFMC, including a Fujitsu 5900C scanner and release work station. At this time, the equipment includes microform to digital conversion units, microform reader-printers, and computers, among other equipment. The Contractor shall contact EPA Region 6 help desk and facilities to communicate and resolve repair and maintenance issues.

#### Software

All software acquired or developed under this task order shall be thoroughly documented for both the user and programmer. Compiled and uncompiled code, as well as data tables, shall be provided as deliverables of this task order. The contractor shall make every effort to employ off-the-shelf software; however, all software developed under this task order is the property of the United States. The Contractor shall notify the EFMC COTR regarding licensing issues. The Contractor may be tasked to support research efforts in keeping with

the requirements and constraints of the contract.

For the purposes of centralized coordination, the Contractor shall investigate and convey to the EFMC COTR and EPA Project Manager suggestions for possible software application planning and management tools managers that could be used to support and communicate workflow among the Contractor staff and EPA staff associated with all ESS04 Task Order assignments. The Contractor shall further pursue whether or not relevant software is actually owned by the United States for use in Region 6, and if so, the number of licenses available. Purchase of licensing will be pursued through the Project Officer for the contract.

#### Access to EPA Systems

The Contractor shall request of EPA for the EFMC staff the following, immediately upon receipt of this Task Order:

##### LAN IDs

Enterprise/Versatile: read rights

WasteLan: read rights

Ascent Capture 7.5 user accounts, including two staff with administrator access for the release work station

SDMS-CR Database User Roles: Lead Cataloger, Collection Creator, Admin Tools, Scanning, SP\_Oklahoma Refining, SP\_Tar Creek, SP\_Contract Management Reference File, Secure Docs, and CBI Access. (As additional special projects are created, the needed roles will be added.)

Access problems to any and all of the above shall be communicated concurrently to the EFMC COTR and the EPA Project Officer, after submitting a request to the appropriate entity to resolve.

#### Deliverables

Document organization and control, as described in Task 5 below, will involve daily duties that will generally not require separate deliverables, but represent ongoing activity for the maintenance of the EFMC. Updates of mechanisms that track the EFMC collections will not be tasked separately, but are considered deliverables. The contractor shall update these mechanisms electronically within COTR-designated shared files. At the start of the TO, the EFMC COTR and EFMC Project Manager will meet to discuss this and other files to be designated as shared files for the EFMC, as well as associated access; however, the EPA EFMC COTR will make the decisions regarding these issues.

Work outside of Document Organization and Control task, but within this SOW, will have deliverables established during the conduct of the TO, as their need is identified; task completion shall be documented by contractor via Record of Communication (ROC). The ROC shall contain enough information to clearly understand the work accomplished, including the medium or media of the work product. Work order completion ROCs that document copying or transmission of copies shall include a description of the material (content and identifiers), the number of copies, and the EFMC materials location. Reports, including ROCs, generated by the Contractor for the purpose of completion of work orders shall be retained in paper format within work order folders and maintained within EFMC. Filing of work order documents should occur within three business days of receipt or generation and available for inspection by the EFMC COTR at any time. Electronic report copies shall be submitted to the COTR via e-mail. Deliverable deadlines are expected to range from immediate to six months after tasking.

The contractor shall backup monthly all email and Contractor generated and received files associated with the contact of the Task Order. Backup files shall be maintained on an external hard drive, by user and resource name, and the COTR shall be notified when the backup is complete, no later than the fifth business day of the following month. A standard file naming convention shall be developed and adopted by the Contractor for the backup process; every monthly backup shall be maintained throughout the life of the contractor; the external hard drive which features these backups will be a close-out deliverable at the end of the contract.

All records, regardless of media, will exist in multiple forms and stored in different locations to meet vital records requirements (36 CFR Chapter 21).

#### Data Quality

Data quality requirements shall be met by the Contractor in the completion of work orders, as specified. The Contractor should be aware of the probability of unannounced data quality audits.

Because of the integrated nature of the Region 6 Superfund information management program and the necessity to maintain several Tasking Orders and contract vehicles to accommodate EPA needs, any problems identified that seem to be the result of activities from other EPA Tasking Orders or contracts shall be reported immediately upon discovery via email by the Contractor's TO Project Manager to the EFMC COTR for resolution to minimize impact to all activities affected.

#### Chain of Custody

The Contractor shall, at all times, follow chain-of-custody procedures unless otherwise directed by the EFMC COTR. Internal transfer of files from one contractor space to another, from one contractor (primarily SRC) to another, and external transfer all require chain-of-custody. Special circumstances will sometimes require arrangements beyond chain-of-custody maintenance, such as constant Contractor presence at a Vendor's facility, or the temporary location of the Vendor within secured space where the documents are located. The Contractor is responsible for ensuring the integrity of the chain-of-custody requirements. These considerations shall be addressed on a case-by-case basis through consultation with the EFMC COTR.

#### Outside Reproduction

At its discretion, the Contractor may determine that the use of outside sources for reproduction or conversion may be appropriate under certain circumstances, if greater economy or efficiency can be achieved. Documenting this decision via email to the EFMC COTR, the Contractor shall inquire if any impediments to this course of action exist, and request EFMC COTR permission. Under these circumstances, particularly with high volume and high cost efforts, the EFMC COTR will likely request for bids to be secured. The specification for the project would be drafted by the Contractor, and the EPA COTR would finalize and approve. Should the Contractor move forward with a vendor approach to completing work, the results of the bid process, and the documentation of the Contractor's selection, along with the specifications would be documented to the work order file. In anticipation of the need for the use of outside sources, the Contractor shall visit several local copying and digital conversion businesses, to review facilities and procedures. The Contractor, having chosen vendor or vendors to meet these potential needs, shall document the findings of their facility reviews and document their selections for future use.

#### Alternate Media

The COTR may provide technical direction that external documents require reproduction in one or more alternate media, including microform, photographic hard copy, and digital (with OCR) form. In satisfying this request, the contractor shall provide estimates to the COTR for alternate media reproduction costs using pricing for single and quantity requests prior to proceeding. Because of EPA scheduling priorities, location of documents, condition of documents, and other relevant factors, the Contractor shall provide the COTR with feedback for reproduction and conversion options. In addition, any records may be subject to conversion to previous and post immediate technology versions: i.e., CD-ROM to microfilm and the reverse, as well as CD-ROM to DVD, or other innovative media.

## **IV. ADMINISTRATIVE TASK DESCRIPTIONS**

### **1.0 Task 1 - General Administration**

#### **1.1 Project Planning and Support**

##### **Performance Requirement:**

The Contractor shall provide project planning and support upon EPA request.

##### **Performance Standards:**

The Contractor shall support all phases of work related to project initiation and support. Activities required under this task shall include:

- Attend monthly progress report meeting or participate in monthly progress report conference call with the EPA Project Officer (PO) and Contracting Officer (CO).
- Respond to questions related to administrative issues, not applicable to Task Orders.
- Attend ad-hoc meetings as required to address such things as potential performance issues, information requests, special ad-hoc reporting needs, etc.

**Acceptable Quality Level (AQL):** All meetings and/or information requests are responded to within the timeframe indicated by EPA, unless time extensions or postponements are approved in advance by the PO or CO. Also, Task Order costs are within the amount of the approved work plan.

## **1.2 Information Control and Reporting Support**

### **Performance Requirement:**

The Contractor shall provide support related to information and financial reporting as requested by EPA.

### **Performance Standards:**

The Contractor shall support all phases of work related to contract reporting support. Activities required under this task shall include:

- Preparation and tracking of technical and cost information pertaining to the Task Order issued under this contract, for inclusion in the monthly progress report and monthly invoice in accordance with Attachment 2 Reports of Work in the ESS IV contract (EP-W-10-011).
- Preparation and distribution of all contract required reports in accordance with Attachment 2 Reports of Work in the ESS IV contract (EP-W-10-011).
- Preparation of ad-hoc reports as requested to assist PO and/or CO in responding to ESS IV contract information requests.

**Acceptable Quality Level (AQL):** All deliverables shall be subjected to 100% QA/QC and due dates/schedules shall be met. Task Order costs are within the amount of the approved work plan.

## **1.3 Task Order Close Out**

### **Performance Requirement:**

The Contractor shall provide support related to task order close out.

### **Performance Standards:**

The Contractor shall support all phases of work related to Task Order close out support. Contractor will propose cost per page based on assumption that file consists of 20 to 50 pages. Activities required under this task shall include:

This task includes services related to

- Obtain copies of corporate and team subcontract administrative program support task order files from temporary file storage and place them in appropriate order for conversion to long-term data storage in conformance with the following requirements:
  - Written direction for the disposition of records will be provided by the Region 6 Contracting Officer.
  - This task shall be performed in accordance with FAR Part 4 Administrative Matters and specific regional notification to the contractor.
- Transfer relevant files over to subsequent task order.
  - Contractor will index all documents and prepare images in accordance with Region 6 Standards.
  - All Closed Task Order files will be submitted to EPA on CD-ROM.



- Prepare a Task order Closeout Report in accordance with the contract requirements.

**Acceptable Quality Level (AQL):** All deliverables shall be subjected to 100% QA/QC and due dates/schedules shall be met. Task Order costs are within the amount of the approved work plan.

## V. TECHNICAL TASKS

1.0 Task 1 – Please refer to Section IV. ADMINISTRATIVE TASK DESCRIPTIONS above.

2.0 Task 2 – Meetings and Special Reporting

**Budget Assumptions:** Meetings include planning, attending, and note preparation.

*Assume two general meetings per month, and two project specific meetings per month.*

*Special Reporting metrics shall be captured real-time during work activity, and copied into monthly reports; additional hours for completion are not estimated.*

**Performance Requirement:** The Contractor shall call and participate in meetings to effectively communicate, plan, and coordinate the work of EFMC. The Contractor shall design a report for listing workflow performance metrics, and incorporate this report, once approved by the EFMC COTR, into the EFMC monthly report.

**Performance Standards:** Performance Standards, and their associated AQL for each, follow for 2.1 - 2.4 below.

### 2.1 Scoping Meetings

The contractor shall plan and attend a series of scoping meetings for this EFMC Statement of Work to clarify EPA's expectations and to answer questions the Contractor may have.

**Acceptable Quality Level (AQL):** The Contractor shall ensure that the appropriate Contractor staff participates in each meeting. The scoping meetings shall be documented by the Contractor, and the Contractor shall provide the COTR with a copy of the meeting notes, via email, and include a copy of the notes within the work order file within three business days of the meeting. Task Order costs are within the amount of the approved work plan.

### 2.2 Infrastructure Meetings

On a regular basis, no less than every other week, the Contractor shall meet with the EPA COTR to discuss upcoming events, status of infrastructure-related projects, and other overall matters, including performance. The contractor may be called upon by the EFMC COTR to attend meetings with EPA IM staff, EPA IT, IT contractor staff, records center staff, and others to discuss the infrastructure matters above, pertinent to the EFMC.

The Contractor EFMC Project Manager, the SPOC (if different), and EFMC COTR will meet regularly to review space allocation within EFMC, and to determine space availability so that when requests for transmittal of new material to EFMC are made by EOs, options have already been identified.

**Acceptable Quality Level (AQL):** The Contractor shall ensure that the appropriate Contractor staff participates in each meeting. All infrastructure meetings shall be documented by the Contractor, and the Contractor shall provide the COTR with a copy of the meeting notes, via email, and include a copy of the notes within the work order file within three business days of the meeting. Task Order costs are within the amount of the approved work plan.

## 2.3 Project / Site Specific Meetings

The contractor shall meet with the EFMC COTR, EFMC-COTR designated EPA staff, and other contractor staff to discuss project-specific work required by individual work orders, as needed. For the ESS IV contract with individual enforcement officers having their own task orders, work boundaries must be carefully observed and expectations clearly delineated. Meetings will vary in length from ten minutes to several hours depending on the task complexity. Meetings will usually take place in person but as circumstances dictate, may occur telephonically. Follow up meetings to discuss project status will also be required from time to time and will likely involve other enforcement staff, including the enforcement officer and attorney. Under this EFMC Statement of Work, the contractor shall not perform work directly for respective case attorneys or other enforcement officers but will be tasked only by the EFMC COTR, or alternate. Special provisions may be developed by the COTR so that limited work may be requested by the case attorneys, but only with advance written approval by the COTR, for work already scoped.

**Acceptable Quality Level (AQL):** The Contractor shall ensure that the appropriate Contractor staff participates in each meeting. All project/site specific meetings shall be documented by the Contractor, and the Contractor shall provide the COTR with a copy of the meeting notes, via email, and include a copy of the notes within the work order file within three business days of the meeting. Task Order costs are within the amount of the approved work plan.

## 2.4 Workflow Performance Reporting

### Performance Requirement:

Litigation demands stringent document preservation responsibilities. To ensure that the integrity of the records and associated metadata produced to external parties is maintained, the region must ensure that standard processes and procedures are fully documented, regularly updated, and continuously in use. Quality of system input and output should be known at all times.

**2.4.1 Workflow.** The Contractor shall provide detailed records management workflow reports of various areas of process performance to ensure preservation and maintenance of the audit trail of all EFMC records management functions. For the EFMC Task Order, the Contractor shall attach a listing of the following workflow performance metrics to the monthly report including the following processing details:

- number of records / pages received for the EFMC Contractor to perform Bulk Processing (shall include Site Name/Site ID/SSID/UUID, submitter, indexer, physical media type (or electronic), number of Batch Upload Indices)
- number of records / pages successfully uploaded into SDMS-CR and PERL through Bulk Processing (shall include the Doc ID, page count, indexer, Site Name/Site ID/SSID/UUID, and WITS transaction comments)
- number of records / pages completed through Final QA/QC
- number of records / pages received through Bulk Processing where document organization, document preparation, and indexing were performed before receipt
- number of metadata discrepancy errors in Bulk Processing Excel Index received
- number of formatting errors in Bulk Processing Excel Index received
- number of Bulk Processing Excel Indices returned to EPA staff for corrections to be made before uploading (include the name of submitter and indexer)
- number of records received for in-filing
- details of all records dispositioned during the reporting period

**2.4.2 IT Issues.** The Contractor shall notify the EFMC COTR via email ROC immediately upon identification of IT issues of any and all EPA systems, applications, litigation tools, and EFMC equipment. The Contractor shall report any and all IT issues to the EFMC COTR on a monthly basis with details including but not limited to: specific work that was hindered; delay that occurred; system, application, litigation tool, EFMC equipment involved impacted; the resolution, and date of resolution.

There may be an occasion where notification with limited details will need to occur. Additional research or troubleshooting may be tasked at the discretion of the EFMC COTR.

**2.4.2 Metadata/PDF File Discrepancies and Formatting Errors.** The Contractor shall notify the EFMC COTR via email ROC immediately upon identification of metadata/PDF file discrepancies identified in the SDMS-CR, PERL, and/or SDMS2 databases. For cost recovery / enforcement / litigation hold sites, the Contractor shall report to the EFMC COTR via email ROC all SDMS-CR, PERL, and/or SDMS2 metadata/PDF file discrepancies identified that occurred or were identified during the reporting period. The monthly reporting of this nature shall include the details of all ROCs sent to the EFMC COTR during the reporting period. The Contractor shall include metadata/PDF file discrepancy details such as the Doc ID, the nature of the discrepancy, the UserIDs and transaction history from the audit trail within SDMS-CR, PERL, and/or SDMS2 databases, previous evidence of accuracy of metadata/PDF file in the SDMS-CR, PERL, and/or SDMS2 databases, the date, or date range, of suspected creation of discrepancy, reference to the applicable SOP, TO, WO, or other guidance that drives the suspicion of alleged discrepancy. Formatting errors shall also be documented. There may be an occasion where notification with limited details will need to occur. Additional research or troubleshooting may be tasked at the discretion of the EFMC COTR.

**Acceptable Quality Level (AQL):** The Contractor shall begin monitoring the required parameters immediately upon Task Order award. The Contractor shall prepare a Workflow Performance Report mockup within three weeks of EFMC task award. Once approved by the EFMC COTR, attachment of the report shall begin with the first monthly report due two weeks after approval. The Contractor shall perform this notification and reporting effort at a minimum the level of detail as described above and possibly beyond. The Contractor shall make recommendations to improve and/ enhance these notification and reporting efforts. The contractor shall provide notifications (ROCs) of IT issues, metadata/PDF file discrepancies to EFMC COTR immediately. Task Order costs are within the amount of the approved work plan.

### **3.0 Task 3 - Security Provisions**

**Budget Assumptions:** *An average of five hours per month is anticipated for the maintenance of the EFMC facility.*

**Performance Requirement:** The Contractor shall provide security for the EFMC facility and its holdings and ensure that its staff meet contract security requirements, and are properly trained in confidential document handling.

**Performance Standards:** *Performance Standards, and their associated AQL for each, follow for 3.1 - 3.3 below.*

#### **3.1 Contractor Staff Security Requirements**

**3.1.1. Identification and Access.** The contractor shall submit the names of all proposed EFMC contractor staff to the EFMC COTR upon Task Order award, and once the clearances have been made in 3.1.2 and 3.1.3 below, and the contractor has supplied written acknowledgment that security requirements have been met. Contractors shall sign in and out of the EFMC on a daily basis. The contractor shall observe EPA policy regarding contractor access to EPA space.

Should short term access for non-EFMC staff be required, the contractor shall notify the EFMC COTR in writing so that access may be obtained. The contractor shall make a written request to the TOM within two business days of proposed access, identifying the person's name, affiliation, and EFMC business.

The Contractor Project Manager shall identify to the EFMC COTR two staff members who are to have access to the EFMC Cabell building space. These individuals will need to apply and receive badges from the Cabell building security staff, through the EFMC COTR.

**3.1.2 Clearances.** Contractor personnel handling documents, files and records under this SOW shall comply with security requirements specified in the contract, including background investigation checks. The Contractor shall perform the Clearances, and such Clearances shall be consistent with those

standards applied to U.S. Government personnel, as specified in OMB Circular A-310. Contractor staff shall comply with all security requirements under the Contract, including documentation of training and certifications for the LAN, SDMS databases, and other EPA designated systems and applications.

**3.1.3 Written Assurances.** The Contractor shall ensure that all Contractor staff working in the EFMC, or handling EFMC document holdings under this Statement of Work are cleared to handle Confidential Business Information (CBI), and do not have any apparent, potential, or actual conflict of interest (COI) in performing the work required by this SOW. The Contractor shall provide these same assurances for any new personnel assigned by the Contractor to perform under this SOW.

**Acceptable Quality Level (AQL):** Contractor shall submit the names of proposed EFMC contractor staff within two business days of receipt of the EFMC Task Order. Any conflicts of interest that arise with EFMC Contractor staff are communicated immediately to the Project Officer and EFMC COTR, and that Contractor staff member is reassigned from EFMC until the conflict is resolved. Contractors must sign in and out of EFMC daily. Written assurances regarding CBI handling are received within two weeks of assignment to EFMC.

### **3.2 EFMC Security Requirements**

The EPA COTR will furnish the Contractor with a list of EPA personnel who are authorized EFMC access. Unauthorized access shall be reported to the EFMC COTR via email, immediately. Any breaches regarding databases and other electronic systems shall also be reported to the COTR.

The Contractor may be tasked to ensure security and document collection integrity during maintenance or repair activities associated with the facilities where material is housed, under the control of EFMC.

**3.2.1 External Review Area.** The contractor shall check at the end of each business day that the non contiguous review area doors are locked, and shall furnish, within the monthly report, daily written verification by date, contract staff member, and time of locked door verification. (See also, external review and release below.)

**3.2.2 Stack Area.** While the materials housed within the EFMC main stacks are in the possession of EPA, the contractor shall function as a 'librarian', retrieving materials and providing copies as requested through the COTR. These materials are closed stacks and the contractor shall assist EPA in maintaining the integrity of the documents by reporting any unauthorized entry into the materials.

**3.2.3 Contract Area.** Keys to office space provided to the Contractor by EPA shall be provided to the Contractor Program Manager via the EPA Project Officer. The Program Manager shall notify the Project Officer and the COTR of the names of those contractor employees to whom keys are issued.

**3.2.4 Cabell Building Space.** The EPA COTR will also provide the Contractor with the key to the EFMC space located in the federal building on Commerce Street, where additional documents under the purview of EFMC are stored. When research and retrieval work at Cabell is not being conducted, the Contractor shall visit the space weekly to ensure integrity and condition of the materials housed there, and include findings within the monthly report. Problems should be made known to the EFMC COTR immediately via email.

**Acceptable Quality Level (AQL):** Contractor shall notify by email the EFMC COTR of all facility security potential violations or threats, or any perceived or observed breaks in security. The Contractor shall include the daily security report within the monthly report as required.

### **3.3 Handling of potential or actual Confidential or Non-Releasable Documents**

**3.3.1 Confidential Business Information.** Some information to be handled under this SOW will include business confidential information, or trade secrets. The Contractor shall protect documents for which confidentiality claims have been made, and handle CBI, partial, or potential CBI in accordance with the following:

- A Confidentiality Claim may have been asserted in accordance with 40 CFR Section 2.203(b), within EPA's files. Any such claim is made by placing on (or attaching to) the information, at the time of submission to EPA, some suitable form of notice employing language such as "trade secret", "proprietary", or "company confidential".
- Large volumes of documents may be secured by EPA but will be made available to the Contractor to conduct work under this SOW. The source of information may or may not have asserted a business confidentiality claim covering all or a part of the information. Also, trade secrets or other confidential information may not be clearly identified. The Contractor shall be aware of the potential presence of this type of information, and inform the EPA COTR when such information is recognized.
- The Contractor shall obtain clear guidance from the COTR regarding document handling, management, and preparation for scanning or conversion prior to taking action.
- Disclosure determinations and release of information are the responsibility of EPA. Regulations governing confidentiality of business information are set forth in Part 2, Subpart B of Title 40 of the Code of Federal Regulations (CFR).
- Confidential portions of otherwise non-confidential documents are generally identified, and may have been submitted separately to facilitate identification and handling by EPA. If EPA determines that the information so designated meets the criteria set forth in 40 CFR Section 2.208, the information shall be disclosed only to the extent, and by means of the procedures, specified in 40 CFR Part 2, Subpart B. In response to information requests, these claims are generally asserted. If no such claim accompanies the information when it is received by EPA, it may be made available to the public by EPA without further notice to the source of that information; however, disclosure determinations, as well as the actual disclosure, are the responsibility of EPA, and not the Contractor, and the Contractor is required to obtain EPA COTR approval before disclosing any information. But the Contractor still has its own responsibility, under 40 CFR Part 2, for the proper handling of CBI.

**3.3.2 Privacy Act.** The Contractor is required to protect information in documents being handled, or found within the EFMC, in performing this SOW, subject to the Privacy Act, including, but not limited to, contact information, social security numbers, and pay rates.

**Acceptable Quality Level (AQL):** The Contractor shall notify the EFMC COTR of any potential or actual COI releases immediately via email. All deliverables shall be subjected to 100% QA/QC to ensure that confidential material is not inadvertently released.

## TECHNICAL TASK DESCRIPTIONS

### 4.0 Task 4 - Document Organization and Control/ Records Management

#### **Budget Assumptions**

**For Processing Tasks:** *Assume analysis and partial processing will be tasked for 25 linear feet of records per month;*

*Assume full processing will be tasked for 25 linear feet of records per month;*

*Assume analysis and partial processing will be tasked for 25 linear feet of non-records;*

*Assume full processing will be tasked for 10 linear feet of non-records per month;*

*Assume 25 boxes are received and 25 boxes are dispositioned per month;*

*Assume analysis and partial processing will be tasked for 25 old EFMC holdings records boxes per month.*

#### **For EFMC Inventory**

**Database:** Assume 10 linear feet of inventory related administrative documents to be managed;  
Assume 120 hours to complete initial demonstration version; Assume 80 additional hours for preparation of report functions and database cleanup

**For Physical File Maintenance:** Assume 100 linear feet total of paper material for all four scenarios of "Existing structures, to be incorporated or to remain independent" and "New Structures, to be incorporated or to remain independent," and assume 20 linear feet for digital conversion, per month.

The Contractor shall establish and utilize effective records management practices as needed to ensure that any and all record and non-record information held within EFMC and catalogued in the EFMC inventory can be located within two hours of request, and that the security, integrity, order and contents of EPA records, documents, and other information are safeguarded and maintained.

For record material transferred to the EFMC facility under an EO Task Order for reorganization, audit, or preparation for scanning, files and boxes shall be checked out to the Contractor assigned to the Task until the work is completed and the quality of the work is verified. Once achievement of the quality standard is documented, EFMC staff shall notify the SRC to transfer the checkout name from the Contractor to EFMC. The checkout information will be stored in the Versatile database (and/or other designated records management application or tools) by SRC support contractors to ensure accountability and integrity in the EPA Region 6 Superfund records program.

Documents stored in EFMC, either in the name of the Contractor support staff or EFMC itself, shall not be removed from the EFMC stacks or an EFMC work room/war room without appropriate documentation, including notation to the EFMC inventory, and the EO Task Order work order file for document organization and control work. EFMC Contractor staff shall challenge the removal or entry of any files or boxes from or into EFMC without proper documentation routed through the EFMC inventory process, and shall notify the EFMC Task Order Manager and the Project Officer should such an event occur. No EPA records should be taken outside of EPA-controlled space without the written consent of the EPA COTR Task manager, which shall be documented in the Task Order work file.

Transfer of material for scanning or conversion purposes from another Task Order shall be conveyed via chain of custody. Chain of custody forms are to be retained within each relevant task/work order folder throughout the process, and when work is completed.

While SDMS-C is maintained by technical support staff at another location, technical support items under this SOW may be tasked for special projects, password administration, troubleshooting of errors encountered by users to determine if the problem is caused locally, file maintenance and support for COTS search engine and other tools currently in use or which the Region may procure in the future.

#### **4.1 General Duties - Performance Requirements**

The Contractor shall perform the following functions:

Inventory Maintenance (including login, inventory, labeling, bar coding, audits)  
Identification/ Documentation (including photography)  
Classification support (including interim determinations, marking, segregation, and metadata identification)  
Categorization  
Reconstitution/Reorganization/Document Boundary Definition  
Preparation for Digital Conversion  
Digital Conversion  
Interim Disposition  
Physical Maintenance (including boxing, filing, reshelving)  
Restoration/Drying  
Relocation/Transportation/Retrieval

#### Retirement Preparation

Final Disposition (including archiving, return to source, or destruction)

Coordination with other Task Order Contractor's staff, Superfund Records Staff, and IT/IM EPA and Contractor staff.

The EFMC Task Order COTR will make determinations, and consult regarding space allocation as needed, and task the EFMC Contractor to relocate materials and update the EFMC inventory. Occasionally to make room the EFMC COTR may task new Document Organization and Control activities for material disposition to create space within EFMC.

## 4.2 Inventory Maintenance

### Performance Standards:

Document integrity and security shall be foremost considerations in the conduct of this task. The contractor shall develop appropriate plans and processes for creating and maintaining the EFMC inventory which currently consists of site files, FRC boxes, referrals, PRP searches; technical references; business references; corporate research; cost documentation; work performed documentation; special collections; litigation production library; task order files; sources and contacts (rolodex) and case development research files. Contractor staff shall physically and electronically maintain the materials of the EFMC (including Superfund site files as relevant to cost recovery/enforcement/litigation support) and, regardless of media, including boxing, labeling, and in filing. Superfund record files shall be organized and maintained using the current versions of the Region 6 Superfund file structure adopted in December 1996. Indexing and/or digital conversion of materials will be made on a site-by-site and collection-by-collection basis, as tasked by the EFMC COTR. The contractor shall conduct internal monthly audits of the EFMC inventory.

The Contractor shall convert the EFMC excel inventory to an EFMC access database (ED) and maintain throughout the life of the contract. The ED shall capture material description, volume, date received, source, sponsor, and other pertinent information. More than just an inventory of EFMC holdings, the ED will also document work accomplished to manage collections. The ED will require expansion to include dates of label requests and label receipt, indexing dates, scanning and conversion dates, and other pertinent records management historical processing information, as recommended by the Contractor and approved by the EFMC COTR. ED features will be presented to the EFMC COTR no later than four weeks after issuance of the task order; further milestones will be established by the EFMC COTR in a work order. Bar code linkage and historical files linkage shall also be explored during the conduct of this TO, and therefore any application proposed shall support such file links.

The contractor shall maintain notebooks and directories of all processing forms received into EFMC, including chains of custody, Express Link In-Filing forms, Bulk Processing In-Filing Forms, EFMC Transmittal Forms, Finding Reports, and others that may evolve during the course of this Task Order, as tasked by the EFMC COTR. These processing forms will also be captured as part of individual work order files to fully document activity conducted under this Task.

Beyond the overall EFMC inventory, the contractor shall be responsible for maintaining all current approaches to tracking EFMC holdings, including but not limited to: production lists, confidential inventories, privilege logs, indices, contract management reference file, and new approaches and conversion as tasked by the EFMC COTR. Upon tasking, the Contractor shall alter those approaches to facilitate incorporation into a centralized EFMC inventory. The EFMC COTR may also task the creation of new approaches or inventories for particular collections.

Inventory Maintenance for EFMC includes record and non-record, site-file material, and much more. The EFMC COTR will determine and inform the Contractor if documents are to be managed at the document level, folder level, box level, or some combination.

The Contractor shall ensure that all boxed material is labeled at the box level, with at least the box's EFMC identifier. Superfund site file record material shall be maintained at the box level, or the box and file folder level, as designated by the EFMC COTR. Superfund site records should be properly entered into the regions' Enterprise/Versatile system and bear the appropriate file or box labels. The contractor shall request new or additional Enterprise/Versatile labels for site files as necessary through the EFMC COTR. Upon receipt of the

Enterprise/Versatile labels, contractor shall affix the labels to the box or folder and update EFMC inventory appropriately within two business days.

Material in EFMC, whether record or non-record, shall be appropriately marked and entered into the EFMC inventory database. Non-record boxes shall be identified by their EFMC numbers in the inventory, while record boxes shall be identified by both EFMC numbers and Enterprise/Versatile numbers, including accession information, in the EFMC inventory.

**4.2.1 Non-Record Material.** For non-record collections maintained at the box level within EFMC, the boxes *will likely only feature an EFMC number, which includes the site spill identifier (or surrogate), box set number, the total number of boxes within that set, and the unique box number of that set, separated by decimals.* The Contractor shall prepare EFMC labels, and in affixing them to boxes, not obscure any significant box markings.

The designation of site-specific non-record may be an interim status. Documents might also be considered "pre record", until EPA staff review, screen and make further determinations about potential use and relevancy to site enforcement efforts. Therefore, non-record collections may require rebooking and renumbering at particular stages, and processing as record, categorization, segregation, duplication, and re-boxing for returning to the source owner all are potential work activities associated with non-record material. As boxes are re-marked, the EFMC inventory shall be updated.

Other EFMC non-record material may be maintained within file cabinets, which periodically require reorganization, including re-labeling. These reference collections shall be inventoried by the Contractor upon tasking by the EFMC COTR. Inventory of other reference volume material may be tasked as well.

**Acceptable Quality Level (AQL):** All non-record material received into EFMC shall be logged into the relevant EFMC inventory within one business day, unless special permission is granted by the EFMC COTR for large acquisitions. It is understood that this initial entry into the inventory may be preliminary, and will be revised within three business days of the completion of associated document organization work. Inventory will be subject to periodic reviews, and are subjected to 100% QA/QC.

**4.2.2 Record Material.** Generally, Superfund material subject to a litigation hold will be held in EFMC. Record material received into EFMC may have been processed previously into Enterprise/Versatile, into SDMS, into both, or into neither. The entry, if it occurred, may be correct or incorrect. Current identifying information shall be captured by the Contractor upon receipt of record material into EFMC. Reorganization and correction efforts will require updating of the EFMC inventory database. No prior information about files or boxes shall be deleted from the EFMC system. The audit trail of EFMC record material must be maintained and preserved.

**Acceptable Quality Level (AQL):** All record material received into EFMC shall be logged into the EFMC inventory within one business day, unless special permission is granted by the EFMC COTR for large acquisitions. It is understood that this initial entry into the inventory may be preliminary, and will be revised within three business days of the completion of associated document organization work. Upon receipt of the Enterprise/Versatile labels, contractor shall affix the labels to the box or folder and update EFMC inventory appropriately within two business days. Inventory will be subject to periodic reviews, and are subjected to 100% QA/QC.

### **4.3 Physical File Maintenance/ Material Processing**

#### **Performance Requirement:**

The Contractor shall support EFMC inventory growth with standard material processing business practices, as identified here and in the DCFDCSOPM. Contractor shall support EPA by identifying, securing, inventorying, organizing, verifying conformance with current records standards, indexing, scanning, converting, resolving issues, auditing processes, documenting findings, batch uploading, processing



through ExpressLink, and any other component of the records business process to ensure the integrity of the source material, along with quality and timely availability of document images.

#### 4.3.1 Overview.

Once brought into EFMC, with anticipation of production, all records material should be brought to current document management standards and captured within ED, in Enterprise/Versatile system and SDMS-CR. Most importantly, the physical material, and metadata in each system, should agree. The EFMC Contractor shall support this effort as designated by the EFMC COTR on a site-specific, collection basis.

Bringing record material housed in EFMC into current regional records standards represents a cooperative, collaborative effort among various entities, potentially including Contractors supporting different Task Orders under the ESS IV contract. Under individual Enforcement Officer Task Orders, the contractor may be required to review and categorize record material into Superfund site file structure categories, labeling and indexing in preparation for bulk processing into SDMS. Alternatively, SEE employees or EPA employees may conduct this preparation activity within a work room of EFMC.

Under the EFMC Task Order, for record and non-record material held within EFMC, the EFMC Contractor may be tasked to index, scan, convert, and input to SDMS-CR, PERL, or other systems or storage as specified, develop meta-pages, and resolve entry, collection, and production issues.

For material held in EFMC, scanning of paper records and conversion of electronic records from CD or DVD which were organized, categorized, indexed, and otherwise prepared for SDMS entry under an EO's Task Order shall be conducted under the EFMC Task Order. For paper records not under litigation hold, and not held in EFMC, the material will be scanned under the Digital Conversion Task Order.

Batch uploading for error correction, segregation, and redaction shall be conducted under the same Task Order under which scanning occurred, driven by source and location of the material.

Generally electronic records will be processed under the Digital Conversion Task Order. However, electronic storage information on devices gathered and brought to EFMC during the collection activity to support preparation for litigation production shall be processed in EFMC.

#### 4.3.2 Notification.

##### **Performance Standards:**

In preparation for Document Organization and Control site file activity, special notification procedures are necessary when preparation of the site file for scanning is not conducted under the EFMC Task Order. Upon tasking under an Enforcement Officer Task Order, or at the direction of an Enforcement Officer to other non-contractor staff, potentially relevant holdings of EFMC, the Superfund records center, alternate storage, the Federal Records Center, and other COTR-identified locations will be researched. SDMS, Enterprise, and WasteLan (or review of EPA-provided reports) will be queried to ascertain site file completeness, and determine potential additional sources that should be added to the site file. To document the research, a Findings Report will be prepared, documenting by site or source name and site/spill number, the location, quantity of material, date the report was prepared, and the report author. This report will be provided to the EO, to the work order file (if the work was tasked under the contract), and forwarded to the Contractor EFMC Project Manager and to the EFMC Task Order COTR.

After receipt of the Findings Report, the Contractor EFMC Project Manager, the SPOC (if different), and EFMC COTR will meet to review available space required based on the Findings Report. The EFMC COTR will assign space, and task any moves to accommodate the incoming material. The EFMC COTR will also task the EFMC Contractor to make arrangements with the SRC, via chain of custody, to take possession of the material, locate the material in the receiving room upon receipt, add a rough description of the material and the chain of custody copy to the EFMC inventory and the work order file, and notify the EO Task Order COTR that the material has been received. The EFMC Task Order COTR will notify the EO Task Order COTR of any staging or partial deliverable requirements, and issues which require resolution. This resolution will be handled among EPA COTRs, and perhaps their management; the Contractor may be requested to participate in meetings or consult.

Partial receipts should be acknowledged in the work order file, and in the EFMC inventory, to ensure that EFMC inventory is accurate regarding actual material received.

These research activities may be tasked by the EFMC COTR to conduct document relevancy research and identify material that may require production for litigation. Requirements above would vary, with less reporting required.

**Acceptable Quality Level (AQL):** Deliverables shall be received within the time period specified by checklist. Task Order costs are within the amount of the approved work plan. Contractor shall participate in meetings at the direction of the COTR.

#### 4.3.3 Receipt into EFMC.

##### **Performance Standards:**

All record and non-record material received into EFMC, including material brought into EFMC for work under an EO Task Order, shall be delivered to and catalogued from the EFMC receiving room, under the EFMC Task Order. The EFMC Contractor shall make arrangements for transfer into EFMC with the SRC or other location, take possession of the material, locate into the receiving area, and update the EFMC inventory.

For large volume, bulk receipt of site record material from the SRC, upon receipt of notification that EFMC can accept the materials requested, the EO Task Order COTR will task the preparation of a preliminary inventory, based on review of the actual materials received. Upon notification of receipt of materials by EFMC, the EO Task Order Contractor shall make arrangements with the EFMC Contractor (each documenting to their work files) to make the material available for the preliminary inventory.

The EO Task Order will include the preparation of a Preliminary EFMC Submittal Form; the completed form will be saved in the work order file and transmitted to the EFMC Project Manager and Contractor SPOC. The Preliminary EFMC Submittal Form shall provide preliminary inventory information and shall include the site name, total number of files or boxes delivered to EFMC, and individual listing by phase category and number for each file or box, and date of transmittal. If the material is non-record, or has not yet been brought into the SDMS or Enterprise systems, the preliminary inventory will include the site name, site/spill number, site Enforcement Officer name, quantity of material, and any other distinguishing file or box identifiers. Alternatively, an Enforcement Officer may inventory the material personally, or ask a SEE to compile the Preliminary Inventory. However the work is accomplished, the report is provided to the EFMC Project Manager. At that time, the EO will identify the person who or task order which will complete subsequent file organization.

Following these activities, the EO Task Order Contractor, or other EO designee, will compare the materials received to note any discrepancies between the material received and the material expected, documenting to the work order file, the EO Task Order COTR, the EFMC COTR, and the EFMC Project Manager.

As the point of contact with SRC, the EFMC COTR would then task the EFMC Contractor to pursue any issues to resolution, documenting all SRC contact in the work order file, and copying the EO Task Order COTR, the EFMC COTR, and the EFMC Project Manager. If issues cannot be resolved, the EFMC Project Manager shall notify the EFMC COTR. The EFMC COTR may task additional work to achieve resolution and to complete documentation of the process. At some point in this process, the EFMC COTR will task the Contractor to finalize the entry of the material into the EFMC inventory. When the inventory is complete, the Contractor shall relocate the material from the receiving room to the EFMC location previously determined, shall notify the SRC if the checkout name should be changed in Enterprise/Versatile, and shall notify the EO COTR that the material is available for use, having been checked out to the appropriate person. These notifications shall be captured in the EFMC work order file.

**Acceptable Quality Level (AQL):** Deliverables shall be received within the time period specified by checklist. Task Order costs are within the amount of the approved work plan. The work order file is subject to ad hoc review by the COTR; all interactions with various relevant entities that impact the conduct of this work, including SRC staff, must be noted to the work order file immediately after those interactions and

meetings and calls.

#### 4.3.4 Document Organization and Preparation for Scanning/Digital Conversion.

**Performance Standards:**

Upon tasking, the Contractor shall prepare record and non-record material within EFMC for scanning and indexing according to the DCFDCSOPM in order to facilitate rapid and accurate processing. The Contractor's preparation efforts shall include, but are not limited to, sorting documents by site and identifying Main Entry (ME), Table of Contents (TOC components of ME), and Related (REL) document relationships. Prepare documents for sheet-feed scanning, and assigning SDMS-CR document ID numbers from the reserved 9 million series.

Target sheets will be used on a temporary basis for material such as oversized documents, color photographs, and other non-standard documents until arrangements can be made for scanning outside of EFMC using EPA equipment available to the Contractor. These documents will be transferred via chain of custody and will be located outside of EFMC for no more than two business days. When scanning is complete, the target sheet images shall be replaced with the document images. Target sheets may also be used to indicate document segregation.

The Contractor shall maintain the database of SDMS-CR (nine million series) and PERL (eight million series) reserved document ID numbers and ensure that no identification numbers are duplicated when barcode labels are generated. The Contractor shall provide ranges of barcode ID labels to EFMC and EO Task Order Managers upon request, tracking the date labels are provided, the range, and the barcode label recipient. For document ID numbers that are auto-generated in ExpressLink, the Contractor shall print the labels using the EPA-provided Dymo label printer and labels.

Upon tasking, the Contractor shall prepare and process EFMC-housed electronic/digital documents (ESI) for indexing and import into SDMS-CR and PERL, following the processes and procedures outlined in the DCFDCSOPM electronic documents supplement, and guidance/policies from the National Archives and Records Administration (NARA) and EPA's Office of Environmental Information. Additional guidance and standards may be established from time to time by the EFMC COTR, which will be provided to the Contractor. As these may be amended or altered over time, changes to the standards, guidance and SOPs will be discussed with and provided to the Contractor as they occur.

Alternatively, this preparation may be conducted by others, and not under this EFMC Task Order.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. Task Order costs are within the amount of the approved work plan.

#### 4.3.5 Indexing.

**Performance Standard:** The Contractor shall index per the standards and instructions of the DCFDCSOPM for bulk processing, using the Batch Upload with Update Feature Utility. The Contractor shall fully index and QA/QC documents. Alternatively, this preparation may be completed under a different Task Order, or by other staff designated by the EO.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. Task Order costs are within the amount of the approved work plan.

#### 4.3.6 Digital Conversion and Scanning Preparation: Quality Assurance / Quality Control/ Process Documentation.

**Performance Standard:**

Alternatively, the EFMC COTR may receive notification that material has been prepared for scanning or conversion, and that a Batch Load File has been received. Contractor shall perform Quality Assurance/Quality Control activities as needed to ensure reasonable accuracy and integrity of scanning and

conversion outputs, as well as of the associated metadata.

Should the Contractor be tasked post-indexing, the Contractor shall QA/QC the completed Excel index, verifying that all fields were completed accurately for format and metadata content, and that the metadata accurately reflects the document originals.

The Contractor shall add new metadata to the LookUp tables in the SDMS-CR and PERL databases as necessary to complete indexing.

Upon notification of completion of the preparation activity (under another Task Order or not), the EFMC COTR will task the EFMC Contractor to audit the physical preparation of the material for scanning or conversion, and assess the quality of the excel spreadsheet against the document group to determine if the batch upload process will be correctly supported. Errors detected in the document organization and Batch Upload Form shall be noted and communicated to the EFMC COTR. Standard approaches to documenting corrections for the load file will be found in the DCFRCSOPM.

Correction of errors may be resolved in a variety of ways. The EFMC COTR may task correction to the EFMC Contractor, or in the event that the site EO makes the corrections or tasks the corrections, the EFMC COTR will task a new audit of the work to ensure batch upload readiness. Again, the results of the audit shall be communicated to the EFMC COTR. Resolution of inadequate preparation issues will be addressed by the EFMC COTR prior to attempts by the EFMC Contractor to accomplish batch uploading.

The Contractor shall be prepared to rapidly assimilate and incorporate changes in its approaches to the work (including training for same) as new and improved software is introduced, as Agency policy is revised/implemented, and evolving information technology is introduced.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. Task Order costs are within the amount of the approved work plan.

#### 4.3.7 Scanning/ Digital Conversion/ Importing to SDMS-CR or PERL.

##### **Performance Standards:**

The Contractor shall scan paper and convert microform documents into SDMS-CR and PERL according to the procedures outlined in the DCFDCSOPM, using EFMC scanning equipment. The Contractor shall maintain close coordination with the EFMC COTR through meetings and timely, accurate, written reports to ensure that needed source documents are located in a timely fashion, that project work flow is not negatively impacted, and to avoid duplication of effort and errors. Scanning parameters shall include skew no greater than 4 degrees of rotation to facilitate utmost accuracy during optical character recognition operations and correct orientation. The Contractor shall scan with 100% image QC conducted at point-of-scan. Image QC shall include adjustments for skew, speckle and contrast.

The Contractor shall also import electronic documents into SDMS-CR and PERL per the DCFDCSOPM, utilizing innovative digital file conversion utilities approved by the EFMC COTR.

The Contractor shall ensure that EPA scanning and related equipment is maintained in operational order; the EFMC Project Manager shall contact the help desk for in-house repair, adjustments, or software installations. The Contractor shall notify the EFMC COTR of unresolved equipment issues, make recommendations for replacement of hardware and software, and monitor licensing and maintenance agreement expirations.

Access to non-confidential material for EPA staff and Contractor staff shall be as unfettered as practicable. For each collection to be imaged, electronic time lines shall be prepared to document the expected location of site files and duration of execution for each phase of the EFMC imaging process, to be communicated to the Region 6 Superfund community via the EFMC COTR. Access information shall be written for dissemination to the Superfund community; the initial EFMC COTR goal is to ensure that no public Superfund document is completely inaccessible for more than one week during the imaging process, and that special arrangements could be made through the EFMC COTR in an emergency.

The Contractor shall be prepared for scheduled and ad hoc reviews of the work by the EPA COTR through review and inspection of process workflow. The Contractor shall maintain metrics regarding required rescans, and other necessary corrections to obtain useable images and correct metadata.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. Task Order costs are within the amount of the approved work plan. The Contractor shall review all images and document index data for quality assurance and quality control (QA/QC) during review and preparation of data. This effort includes, but is not limited to, reviewing images to ensure that skew does not exceed 1%, speckling does not exceed 5%, and contrast, graphic renditions and text quality fall within acceptable industry-standard parameters. OCR accuracy shall be no less than 50% on documents with standard typeset-style text. Handwritten text (i.e. Signatures) is exempt from the OCR requirement, but may require some manual re-keying of text in certain cases.

#### 4.3.8 Quality Assurance of Scanning/ Conversion.

##### **Performance Standards:**

Contractor shall perform Quality Assurance/Quality Control activities as needed to ensure reasonable accuracy and integrity of scanning and conversion outputs, as well as of the associated metadata.

The Contractor shall be prepared for scheduled and ad hoc reviews of the work by the EFMC COTR through review and inspection of process workflow. The Contractor shall maintain metrics regarding required rescans, and other necessary corrections to obtain useable images and correct metadata. The Contractor shall be prepared to rapidly assimilate and incorporate changes in its approaches to the work (including training for same) as new and improved software is introduced, as Agency policy is revised/ implemented, and evolving information technology is introduced.

The Contractor shall review all scanner images, converted digital image files, and document index data for quality assurance and quality control (QA/QC). This effort includes, but is not limited to, individual QA/QC of work as it is performed prior to saving data to the data bases or servers. A second level of QA/QC, performed weekly on work completed the previous week, shall include reviewing randomly sampled images (a minimum of 10% of the previous week's throughput) to ensure that skew, speckling, contrast and orientation are within the parameters established in the DCFDCSOPM.

The Contractor shall re-scan (paper) or convert (microform or digital files) image files that are corrupt or of poor-quality (as defined by >4 degrees skew, >5% speckling, illegible text/graphics and poor contrast) and shall correct erroneous indexing data as needed to ensure the integrity and reliability of SDMS-CR data within 10 working days of discovery. Image quality may be enhanced by using utilities such as Ascent Capture's Virtual ReScan (VRS), FineReader, or other processing programs.

The Contractor shall update or prepare as tasked a supplement to the DCFDCSOPM that describes the processes and procedures for capture of ESI, including email and attachments (while retaining native format) for entry into SDMS-CR. Aspects of this processing include routing, converting, and indexing (Phase I or equivalent, and meta-page development), and tagging content for Section 508 on information accessibility for all incoming electronic documents for import. The Contractor shall submit the draft of this SOP, and once approved, the final, to the EFMC COTR as specified by the COTR-prepared checklist.

The Contractor shall revise the DCFDCSOPM as changes in approaches to the work are necessary when new and improved software is utilized by the Agency, when policy is revised/ implemented, or evolving information technology is installed in Region 6. The Contractor shall incorporate changes in this SOP as tasked by the EPA COTR.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. Task Order costs are within the amount of the approved work plan.

#### 4.3.9 Image Processing.

**Performance Standards:**

As part of the digital conversion activity, the Contractor shall be required to conduct PDF completion work that enhances end user navigation, ensuring that bookmarks are in place, electronic bates numbers are applied, electronic stamps have been applied whenever applicable, electronic barcode labels are in place for electronic records, images are inserted, documents are combined, redactions are completed with corresponding metadata captured, as well as any and all other post processing required to accurately capture the source document in the SDMS-CR or PERL database.

The Contractor shall utilize Data Upload with Update Feature Utility to upload the final QA/QC transactions into WITS to maintain the audit trail information in SDMS-CR or PERL database. OPM shall be run as well.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by due date specified, and shall be one hundred percent (100%) accurate. Costs are within the approved work plan.

**4.3.10 Physical File Maintenance.****Performance Standards:**

The EFMC Contractor shall have responsibility for determining, or verifying the Enterprise/Versatile file and box numbers needed to maintain site files, and communicating label requests to the SRC through the EFMC COTR. The Contractor shall be responsible for identifying and communicating Enterprise/Versatile file and box numbers to be permanently removed from the Enterprise/Versatile system due to re-organization efforts. All requests for the creation or removal of "file, folder, or box" identifiers in the Enterprise/Versatile system to ensure accuracy of records inventory tracking systems shall be sent to the EFMC COTR.

The EFMC Contractor shall also be responsible for verifying that SDMS-CR information, Enterprise/Versatile information, EFMC Inventory information, and the physical media of the site file correspond to each other and metadata for electronic systems is accurate. This will include providing electronic inventory information at the document level to the SRC upon disposition. The contractor shall be tasked to verify that SDMS-CR Document ID numbers have been captured in the file detail in Enterprise/Versatile database. The contractor shall report any outstanding requests regarding the Enterprise/Versatile database to the EFMC COTR on a monthly basis.

For material reorganized under an EO Task Order, or by another person designated by the site EO, once all these data assurances have been conducted and all new files labeled, the EFMC Contractor shall notify the EFMC COTR that the request should be made of SRC to change the file checkout name to "EFMC."

For existing or new structures to be maintained independently, the Contractor shall maintain inventory, ensure availability to EPA staff and/or the public as appropriate, organize physical files as tasked in checklists, clearly label all inventory for efficient retrieval, ensure proper security controls are in place and implemented, provide consulting and recommendations for conversion and/or storage, and other Inventory Control requirements as tasked by the EFMC COTR. For any and all physical document collections within EFMC, the EFMC COTR may task assessment of work, including estimate of time required, for disposition.

Physical Files under this Task Order can include: site specific record material, site specific non-record material, non-site specific record material, non-site specific non-record material, and other deviations to be described by the EFMC COTR in the checklist upon tasking. Once scanning/conversion is complete and documents are returned to the physical file work area, the Contractor shall determine the need for Enterprise/Versatile labels, and send an email to the EFMC COTR with the request.

A list of physical file maintenance duties related to the regional common structure includes:

- Site files
  - Management of pre-existing Versatile/Enterprise material
  - Request and application of labels for new Enterprise material
  - Disposition of old Versatile materials into new Enterprise format
  - Descriptive label generation

- Box content indexing and box preparation to facilitate retirement at FRC
  - Permanent removal of pre-existing material from FRC
  - Management of EFMC inventory, organization and control
  - Adherence to Chain of Custody policies and SRC check-in/check-out procedures
- Video/audio/microfilm
  - Request and application for Enterprise labels
  - Management of EFMC Inventory, organization and control
  - Adherence to Chain of Custody policies and SRC check-in/check-out procedures
- Over-sized documents, Maps, etc.
  - Request and application for Enterprise labels
  - EFMC Inventory, organization and control
  - Adherence to Chain of Custody policies and SRC check-in/check-out procedures

**Existing structures, to be incorporated:** The EFMC COTR will designate additional collections which the contractor shall prepare for incorporation into regional and/or national systems. The contractor shall have analogous responsibilities to those above for the additional collections.

**Existing structures, to remain independent:** The EFMC COTR will designate existing collections for which the contractor shall maintain independent electronic inventories. These materials may lend themselves to databases, tables, or digital conversion. The contractor shall have basic responsibilities outlined above for the additional collections.

**New structures, to be incorporated:** The EFMC COTR will designate additional collections which the contractor shall prepare for incorporation into the regional system. The contractor shall have analogous responsibilities to those above for the additional collections.

**New structures, to remain independent:** The EFMC COTR will designate additional collections for which the contractor shall maintain independent electronic inventories. These materials may lend themselves to databases, tables, or digital conversion. The contractor shall have basic responsibilities outlined above for the additional collections.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. Task Order costs are within the amount of the approved work plan.

## 5.0 Task 5 - Cost- Related Records Maintenance and Processing

**Budget Assumptions:** *Assume review and analysis of 6 linear feet of cost packages per month;*

*Assume review of 500 records to locate of potential work performed documentation per month;*

*Assume 40 hours to develop recommendations for file organization, document boundary definitions, standard titles, and other collection specific information salient to records handling and capture for the accounts receivable files.*

### 5.1 Cost Packages

#### **Performance Requirements:**

The Contractor shall be tasked to support the region's efforts to maintain its cost documentation inventory, preserving that collection, ensuring document integrity while making accessible for use.

#### **Performance Standards:**

EFMC maintains the library of Superfund-received cost packages until final disposition. As part of the EFMC Task Order, the Contractor is tasked to maintain the inventory of cost packages as part of the overall

EFMC inventory, identify duplicates, disposition to the site file, or destruction as indicated.

The Contractor may be tasked to verify that cost documentation packages are complete, and that no pages are missing. Further, the Contractor may be tasked to compile inventories of all site prior cost packages, notifying EPA of completeness, time ranges, redaction status and condition. Finally, the Contractor may be tasked to provide administrative assistance by redacting (paper or electronic image), entering into Express Link or replacement, collating, organizing, copying, summarizing, indexing (including batch upload spreadsheets), storing, maintaining, re-filing, and entering into SDMS the above information. The Contractor may be tasked to compare the SDMS metadata and images with paper or other digital versions. The Contractor's research scope will be delineated by the COTR within the task-specific checklist provided to the Contractor at scoping; the Contractor's deliverable shall comport with the Checklist.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. Task Order costs are within the amount of the approved work plan.

## **5.2 Work Performed Packages**

### **Performance Requirements:**

The Contractor shall provide administrative assistance in support of Work Performed Documentation (WPD) package development as tasked by the EFMC COTR.

### **Performance Standards:**

The Contractor may be required to analyze, assess, redact, collate, segregate, copy, summarize, store, file, index, organize, and other document management activity. Study of SDMS content and Enterprise/Versatile content may be required to assess alternate sources of necessary records for input to the WPD package.

The EFMC COTR may task identification of record material not previously processed including closed contract project officer and contract officer files which may remain in the regional office, or may have been archived. Occasionally material is received by another source, and may require review for confidential content.

Newly relevant material may require processing into SDMS for production, necessitating document preparation as well as indexing for the Batch Upload Form.

If the EFMC COTR tasks generation of the electronic WPD package based on an SDMS collection, the EFMC Contractor shall be provided the metadata extraction and collection access. The collection will then be used to generate a single record, with component documents assembled into the logical organization that mirrors the cost package, and this new record will be entered into SDMS.

The Contractor's research scope will be delineated by the COTR within the task-specific checklist provided to the Contractor at scoping; the Contractor's deliverable shall comport with the checklist subtask.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. Task Order costs are within the amount of the approved work plan.

## **5.3 Accounts Receivables Files**

### **Performance Requirements:**

The Contractor shall be tasked to support the incorporation of the Superfund Cost Recovery Accounts Receivables files into regional records systems.

### **Performance Standards:**

The EFMC COTR anticipates receipt of the Superfund Accounts Receivables Files within EFMC. The EFMC COTR will task the Contractor to develop recommendations, including schedule, for organizing this material, incorporating it into the site file, both via Enterprise/Versatile and SDMS-CR. These files will



eventually be prepared and indexed to be included in the regional records systems; the EFMC COTR will task this activity.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. Task Order costs are within the amount of the approved work plan.

## **6.0 Task 6 - Review and Document Production, including Litigation and FOIA Support**

**Budget Assumptions:** *Review support includes preparation, note taking, and re-shelving.  
Assume one three-day external review per month*

*Assume two internal reviews per month  
Assume 100 K pages of outside vendor copying total for  
6.2, 6.3, and 6.4*

### **6.1 Overview for Reviews**

#### **Performance Requirements:**

The contractor shall arrange, support, and monitor reviews, as identified by the COTR via work order, and according to the EFMC External Review Procedures or the EFMC Internal Review Procedures. These procedures will be provided by the COTR after award. These reviews may be directly associated with pre-litigation, litigation, or FOIA response but must be pre-approved by the COTR. Costs associated with FOIA response and arrangements, including copy charges, shall be tracked as any other work order. In the event that the document release or review and release are being conducted under FOIA, the EFMC COTR will inform the Contractor at the time that the work order is issued.

The Contractor shall notify the EFMC COTR when contacted directly to arrange for any type of reviews. The COTR will approve contractor-suggested review dates in light of priority conflicts with other tasked EFMC work. The contractor shall post scheduled reviews on the review planning board.

The contractor shall prepare a list of requested review materials in consultation with the COTR.

To facilitate documentation release, Contractor redacting may be required and will be tasked as necessary upon preview by the COTR. (See Confidentiality Issues and task basis notes, above.) The contractor shall be required to transfer EPA files to the EFMC for review purposes and subsequently return. Documents housed in the EFMC, whether EPA documents or documents in the custody of EPA, shall not be accessible for release in any manner without prior arrangement with the EFMC COTR. Document collection integrity shall be maintained by adherence to review procedures provided by the EFMC COTR. Even for temporary relocation in support of a FOIA or external review, EFMC possession requires addition of the material into the EFMC inventory.

### **6.2 External Review**

#### **Performance Standards:**

The Contractor shall follow the parameters of the EFMC COTR prepared checklist, which might require contact with the requestor to arrange for scheduling, ascertain holdings of interest for review, provide logistical information, forward external review rules, and facilitate contact with a Contractor approved vendor copy service for duplication and direct billing to the requestor.

The external review area discussed above is used primarily for such activity, with a maximum of three concurrent reviews. Each review must be supported by one dedicated and one floating contractor who transports documents, assuming that each review involves no more than two persons. Three reviewers is the maximum that may participate in the same review, and each is limited in the amount of material that may be viewed at one time. (See external review rules.)

The contractor shall ensure that the personal belongings of reviewers (other than wallets and pre-approved

recording devices) are stored in the coin operated lockers at the entrance of the EFMC, and that reviewers are provided with post-its, pencils, guidelines for review of the files, and review agreement. The contractor shall ensure that reviewers initial each listing of materials provided at the box, folder, or document level, and shall retain the originals of these acknowledgments in the EFMC task order file. The contractor shall constantly and continuously monitor all external reviews, observing the EFMC External Review Procedures. During the conduct of the external reviews, the contractor shall be responsible for ensuring that the reviewers are not granted EFMC access beyond the external review area, and that no materials are left unsecured in the review space.

The contractor shall maintain all documentation concerning the arrangement for and conduct of the review (reviewer sign-in log, originals of the signed review agreements, copies of correspondence received via e-mail or paper, the COTR review acknowledgment) within the EFMC task order file. The contractor shall also monitor and log external reviews by task order number, date, reviewer(s), affiliation, and files reviewed (by site, category, and number or by box number as appropriate); the contractor shall convey this information to the COTR within the monthly report, and as part of the ROC documenting the completion of the review, and by COTR request. Occasionally reviews may require monitoring by non-contractor personnel. In this event, the COTR will provide documentation to the contractor to preserve the EFMC memory regarding review, and if pertinent, release.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. Task Order costs are within the amount of the approved work plan.

### **6.3 Internal Review**

#### **Performance Standards:**

Upon contact by the Superfund Records Center regarding the availability of EFMC-housed materials review, the contractor shall confirm the location of the material and shall e-mail the COTR about the request. A COTR e-mail response of approval will constitute tasking to contact the requestor and schedule a review. If the material cannot be made available due to competing priorities, the COTR will contact the requestor herself when provided contact information by the Contractor.

Internal reviews shall be conducted in the external review area for non-EFMC EPA staff and for non-EFMC contractor staff in support of some other enforcement activity under another task order. Internal reviews for EFMC EPA staff shall be conducted in the small review rooms located off the stack area (or, due to large volume of materials to be reviewed, within the external review area).

The Contractor shall observe the EFMC Internal Review Procedures. While constant monitoring is not required, the materials provided at one time may be limited at the COTR's discretion. The Contractor shall ensure that reviewers initial each listing of materials provided at the box, folder, or document level, and shall retain the originals of these acknowledgments in the EFMC task order file. In the conduct of internal reviews of non-EFMC staff, the contractor shall be responsible for ensuring periodic monitoring and document change-out, that the reviewers are not granted EFMC access beyond the external review area, and that no materials are left unsecured in the review space at the end of the review.

The contractor shall maintain all documentation concerning the arrangement for and conduct of the review (reviewer sign-in log, originals of the signed review agreements, copies of correspondence received via e-mail or paper, the COTR review acknowledgment) within the EFMC task order file. The contractor shall also monitor and log internal reviews by task order number, date, reviewer(s), affiliation, and files reviewed (by site, category, and number or by box number as appropriate); the contractor shall convey this information to the COTR within the monthly report, the work order completion ROC, and by COTR request. Occasionally reviews may require monitoring by non-contractor personnel. In this event, the COTR will provide documentation to the contractor to preserve the EFMC memory regarding review, and if pertinent, release.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. Task Order costs are within the amount of the approved work plan.

#### 6.4. Duplication

##### **Performance Standards:**

Based on COTR determination on a case specific basis, copying requirements for the completion of review activity will be documented for the contractor via work order. Generally speaking, small volume requests shall be copied by the contractor and billed to the task order.

Since generally production reviews of records will not occur without prior processing into SDMS, all or part of site files of interest to the reviewer should be producible by CD/DVD. The EFMC COTR may task the Contractor, prior to the scheduling of a review, to build a collection based on COTR-provided criteria, create a metadata extraction, review for quality of information and correct as necessary, create a CD/DVD set for the requestor, produce two copies for the EFMC inventory, and transmit the production to the requestor. Such activity may occur in anticipation, as part of, or subsequent to a review of the physical materials.

The requestor may request electronic production, and attempt to specify the format of information EPA will produce. Scanning results may be produced in TIFF images with load files or PDF files; in some cases native format production may be warranted as well, and would be specified by the EFMC COTR at the time of work order issuance.

Paper reproduction of large volume requests shall be facilitated by the Contractor, with strict adherence to chain of custody procedures. The Contractor shall provide written confirmation to the COTR when such arrangements have been made. The contractor shall maintain responsibility for the positive security of documents under either scenario. For each review, the contractor shall generate a list of all files from which documents requested for copying for the EFMC task order file, and shall prepare an ROC acknowledging copy production completion and delivery. Generally, production may be sent using EPA's service. Approval is gained through the COTR and presented to the EPA mail room before 4p.m. with the boxed documents to be shipped. A copy of the EPA form for express delivery service, or in the rare event that the mail room is closed and next day shipping is required, a copy of the contractor direct-billed delivery service, shall be attached to the ROC deliverable.

Duplication work orders for release will sometimes require the production of a duplicate copy set of those materials requested for copying, and/or Bates stamping of the documents or document copies. When copy sets are retained by the EFMC pursuant to production, the Contractor shall observe EFMC records management procedures (See above.)

The Contractor may also be tasked to assemble a collection of documents based on EFMC COR criteria, to pull the associated metadata extraction to create a load file, and issue a production to DOJ, external parties, or both. The Contractor will be notified, upon tasking by the EFMC COR, of the production recipient, mode of transmittal and due date. The EFMC Contractor, by this Task Order, tasks the creation of a duplicate production CD/DVD set, maintain in the EFMC production library, and log into ED every production created within EFMC, whether the production was completed under this EFMC Task Order or another ESS IV Task Order. The Contractor shall propose the data fields to capture within ED for the production inventory.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. Task Order costs are within the amount of the approved work plan.

#### 7.0 Task 7 - Development of New Procedures, Processes and Related Work Rules

**Budget Assumptions:** *Assume 40 hours per month devoted to special projects in the first six months, then 60 hours per month for the next six months.*

##### 7.1 Cost Recovery Packages (CRPs)

##### **Performance Requirements:**

The contractor shall support EPA in the development and recording of the procedures required to process

CRPs, Contract Documents/Work Performed Packages and SF Enforcement pre-records. Contractor shall provide technical support necessary to identify and resolve technical issues encountered with the conversion, digitization and import/export of documents, records and collections thereof.

**Performance Standards:**

As part of the overall Document Conversion effort, EPA Region 6 is expanding the capabilities of SDMS-CR to begin including three additional major categories of documents in the digitization process. Any of these document types: CRPs, contracts, or SF Enforcement pre-records may be electronically imported to SDMS-CR, captured via Express Link, or scanned. However these documents will initially be stored in a stand-alone instance of SDMS2 unique to this location. As all of these processes are new, the contractor shall be required to support the development of new business rules in conjunction with the technical development necessary to make these new processes work.

For direct electronic incorporation of CRPs, the packages generated by SCORPIOS are "pushed out" to a defined location within that system. The technical capability for SDMS-CR to capture these packages, along with all associated images, has been developed. The need remains for the development of the business rules and workflow criteria for including these documents in SDMS-CR.

7.1.1 The contractor shall attend meetings and design sessions with EPA personnel and other technical staff. The specific role will be to assist in the finalization of a process that accomplishes the Agency's goals as efficiently as possible, balancing budget and time constraints, business needs and technical feasibility.

7.1.2 Once the desired process is developed, the contractor shall develop the necessary business rules, workflow charts, diagrams, etc. and incorporate these into the existing DCFDCSOPM for Cost Package SDMS entry, Contract Management Reference File development, and PERL database enhancements. The contractor may be required to attend conference calls and/or meetings with staff from HQ and/or other Regional Offices. In addition, as metadata standards for SDMS-CR are in a dynamic state pending completion of the adoption of Dublin Core nomenclature standards, changes necessitated by the pending migration to Documentum or other Agency-specified software, are unknown at this time. Therefore, the contractor shall be required to provide updates to the DCFDCSOPM for any and all changes as they occur, whether the impact is to metadata standards, workflow or business rules.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. The deliverables for this task will be considered accepted upon review and approval by the COTR, based upon the COTR's written direction on the format and content of the requested deliverable.

**7.2 Contract Management Reference File (CMRF)**

**Performance Requirements:**

To preserve the integrity of Contract Management files, at the direction of the EFMC COTR, the Contractor shall capture contract documentation into SDMS-CR on both a day-forward and historic basis. The metadata of Contract Management files to be captured in SDMS-CR has already been developed and standardized in accordance with the DCFDCSOPM. Contracts names, numbers, and contract types will be used as site-name surrogates so that documentation may be directly placed into SDMS-CR. The contractor, in consultation with EFMC COTR and identified EPA staff, shall develop business rules and workflow criteria for including these documents into SDMS-CR and for establishing electronic work performed documentation package development.

**Performance Standards:**

The contractor shall attend meetings and design sessions with EPA personnel and other technical staff. The specific role will be to assist in the finalization of a process that accomplishes the Agency's goals as efficiently as possible, balancing budget and time constraints, business needs and technical feasibility.

Once the desired process is developed, the contractor shall develop the necessary business rules, workflow charts, diagrams, etc. and incorporate these into the existing DCFDCSOPM. As this is a prototype effort, the contractor may be required to attend conference calls and/or meetings with staff from HQ and/or other Regional Offices. In addition, metadata standards for SDMS-CR will continue to evolve as the Agency migrates to Documentum or other Agency-specified software. Therefore, the contractor shall be required to

provide updates to the DCFDCSOPM for any and all changes as they occur, whether the impact is to metadata standards, workflow or business rules.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. The deliverables for this task will be considered accepted upon review and approval by the EFMC COTR, based upon the EFMC COTR's written direction on the format and content of the requested deliverable.

### **7.3 Superfund Pre-Evidentiary Records Library (PERL)**

#### **Performance Requirements:**

Superfund Enforcement pre-records consist of documents that have not been included in Region 6 SDMS-2 or SDMS-CR to date. There are a wide range of materials that fall into this category, including numerous legal documents (not standard size pages) maps, abstracts, aerial photos, etc. The primary objective is to utilize a stand-alone instance of R6 SDMS2 as an electronic repository for these documents. The PERL database was designed to provide all of the same functionality as the R6 SDMS-2 database, in order to create a consistent robust electronic working file for Pre-Evidentiary Records and the ability to transfer metadata and records between both systems with minimal manipulation. Because the PERL database was rolled out prior to the migration to the SDMS Central Repository, PERL consists of some functionality that could be recommended for use in the SDMS-CR database and vice versa. As the records processing (input and output) have previously been established and implemented, the scope of this tasking is geared toward enhancements to the functionality within the PERL database, troubleshooting of PERL database issues, and to provide user training to various SF Enforcement staff. In addition, because various site specific non-SF records have been produced to DOJ for active litigation sites, the Contractor will be tasked to preserve, maintain, and research, among other activities, the historical audit trail information contained in the PERL database.

#### **Performance Standards:**

In so doing the contractor shall, in conjunction the EFMC COTR and designated EPA staff, develop metadata standards, index schemas, business rules and workflows for capturing these types of documents. Because of the nature of the content of the PERL database, certain guidelines will need to be established that are specific and applicable to only a single collection of records. In addition, the standards and rules developed must align with current SDMS-CR standards and any that arise from changes referenced above. In many cases, documents that are originally captured as pre-records will become part of the official records of the agency and therefore need to be included in SDMS-CR. For this reason, documents entered into the PERL database will be numbered in the eight million series, so that future use in SDMS-CR will not create a duplicate identification number conflict.

This is also a prototype effort and as such, the contractor shall attend conference calls and meetings necessary to develop the appropriate metadata standards, business rules and workflows in conjunction with EPA staff. Once developed, all changes must be incorporated into the DCFDCSOPM. The intent of this project will be to develop a tool useful to all EPA Regions. As such, the contractor shall be required to attend conference calls and meetings necessary to determine if any changes to the prototype process are necessary. If changes are required, the contractor shall document these changes and incorporate those into the DCFDCSOPM upon approval of the recommendations by the EFMC COTR.

The planned "end state" of this prototype is to serve as a secure repository for Enforcement documents used by both EPA and the Department of Justice (DOJ) for research, data and document storage of documents and materials useful in preparing litigation against Potentially Responsible Parties (PRPs) under CERCLA. At this stage, the contractor shall be required to attend conference calls, meetings and any planning sessions with EPA staff and possibly counterparts from DOJ. Any resultant changes or updates to metadata standards, business rules, workflows, etc., would then have to be incorporated to the DCFDCSOPM.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. The deliverables for this task will be considered accepted upon review and approval by the COTR, based upon the COTR's written direction on the format and content of the requested deliverable.

## **8.0 Task 8 - Special Projects**

### ***Budget Assumptions:***

*Other direct costs include travel, and reproduction of 500K paper copies, 250 rolls of microfilm, and 250K pages to be imaged.*

*Assume one field imaging mission by two people, for three days each, in Houston, for 10K pages to be imaged.*

*Assume six library retrievals by one person, for two days: three trips to Houston and three in Washington D.C.*

*Assume three warehouse retrievals by two people, for three days each, one in Houston, one in Albuquerque, and one New Orleans. Include truck rental and other direct costs for transporting one-hundred boxes for two of the three reviews, and express shipping for fifty boxes for the third warehouse review.*

*Assume required lease of climate controlled temporary storage facility for 6 months, with 500 sq.ft. and utility access for temporary reproduction equipment.*

*Assume required short term copier lease of 3 months.*

*Note: Locations and Box Counts shown above are only for budget estimating purposes—actual locations and box counts will appear in the work orders.*

*Assume 40 hours per month devoted to special projects in the first six months, then 60 hours per month for the next six months.*

## **8.1 Field Imaging**

### **Performance Requirements:**

The Contractor shall be prepared to send staff into the field to conduct rapid scanning of documents and/or other media on location. In such events the Contractor may be tasked to conduct document preparation, scanning and/or conversion of alternate media sources. Documents to be processed may be colored, oversized, or photographic documents.

Contractor shall support EPA by scanning documents and importing electronic documents into the SDMS-CR system. This could include oversized and color documents and photographs.

### **Performance Standards:**

Adhere to DCFDCSOPM as closely as practical.

Travel to location to conduct rapid scanning. Only necessary and sufficient effort should be expended to produce a collection of images that will be transferred back the EPA Region 6 Superfund Records Liaison. Document preparation may be necessary. An indexing template will be a standard accessory provided by the COTR to list sufficient organizational data about the image collection(s) so that efficient and more complete collection processing may be performed back at the Regional Office. Currently, this involves the use of the SDMS Batch Upload Utility and the templates developed as part of this process. The Contractor should plan a maximum of 60 days of travel at Government travel rates for most requirements; however, larger scale projects of multi-month duration can be expected.

Bar coding of field documents will normally be necessary for paper. Scan oversize documents with hand scanner (or other process as necessary). Target sheets indicating the position of oversize page inserts shall be scanned into the master document, if any. Scan color documents / pages when appropriate. Target sheets indicating the position of color page inserts shall be scanned into the master document, if any.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. The deliverables for this task will be considered accepted upon review and approval by the COTR, based upon the COTR's written direction on the format and content of the requested deliverable.

## **8.2 Document Research and Retrieval**

### **Performance Requirements:**

The Contractor shall be prepared to send staff into the field to conduct document research and retrieval of documents and/or other media on location. In such events the Contractor may be tasked to assess, inventory, mark, box, index, characterize, and other activities to access material to understand its likely content, and perhaps to relocate to another EPA-specified location. Documents and materials may be located in a hazardous environment, due to environmental or physical risks. Staff participating in these events must have appropriate safety training and certification.

### **Performance Standards:**

#### **8.2.1 Document Research and Retrieval: "Library" Type.**

8.2.1.1 Search. Based on EFMC COTR-provided criteria within a work order, the contractor shall search sources both internal to EPA and external (generally other federal, state, and local agencies and libraries).

8.2.1.2 Communication. The contractor shall communicate with the EFMC COTR from the search location and provide input as to the scope, volume, and any reproduction issues. Following EFMC COTR consultation and her determination, the contractor shall document the search findings (name of source, location, contact information, and material identification, including volume) and proceed with reproduction as indicated by the EFMC COTR.

8.2.1.3 Annotation. The contractor shall annotate all document copies as to source, and shall secure and retain standard bibliographic information for all materials consulted.

8.2.1.4 Transport. The contractor shall be responsible for transport of all materials secured.

#### **8.2.2 Document Research and Retrieval: "Warehouse" Type.**

"Warehouse" reviews involve on-site document searches in environments that are harsher than office surroundings. These locations may not have working electricity and therefore may not be air conditioned, heated, ventilated, or lighted. Reproduction on premises would therefore not be possible. Three possibilities for proceeding, or a combination of the three, may occur in this warehouse situation: assessment, retrieval, and screening.

8.2.2.1 Document handling plan. Should concern regarding document contamination arise, the contractor shall have in place a plan for testing the documents or box contents before proceeding. The belief that the plan should be enacted shall be communicated to the EFMC COTR immediately. ***(Out of the three warehouse retrievals assumed, assume ONE would require testing of documents.)***

8.2.2.2 Return. If materials are borrowed from a source, the contractor shall be responsible for the safe, orderly return. ***(Assume return of all documents.)***

8.2.2.3 Chain of Custody. When transporting original documents for any purpose, the contractor shall carry out chain of custody procedures at all times in the event that documents may have later evidentiary use. When large volumes of materials are involved (more than one hundred boxes), it may be cost effective for the contractor to rent a vehicle for document transport to the EFMC COTR-designated location. In that event, the contractor shall prepare a cost comparison of shipping the boxes overnight versus contractor truck rental and driving the boxes to the EFMC COTR-designated location. If the EPA EFMC COTR agrees with transporting the boxes in a vehicle, then two contractor representatives must participate in such a document move, the vehicle must be secured with lock and

tape in transit, and all chain-of-custody procedures observed.

### 8.2.3 Assessment, Retrieval and Screening in the "Warehouse" Scenario.

8.2.3.1 Assessment. In this type of review, either alone or in the company of EPA representatives, the contractor shall assess the volume, condition, and content of the document group identified at the remote location.

8.2.3.1.1 Report of Findings. The contractor shall communicate with the EFMC COTR from the search location and provide input as to the findings. , and obtain EFMC COTR technical direction. Following EFMC COTR determination, the contractor shall document the search findings (name of source, location, contact information, and material media, condition, identification, and volume) and proceed as indicated by the EFMC COTR. The EFMC COTR may indicate that it is appropriate to proceed with retrieval of all or part of the material, or that the contractor should continue with screening.

8.2.3.1.2 Document Treatment. Prior to physical acquisition, some documents or document collections may require outside treatment to remove dust, mold, or dampness. Determination of such treatment will be made by the EFMC COTR upon assessment, after a written recommendation by the contractor, in light of the document handling plan. If Use of an outside vendor required; the Contractor shall obtain EPA EFMC COTR approval in advance concerning the treatment, handling, and security associated with such activity before a- the Contractor has a Vendor proceed with the services.

8.2.3.2 Retrieval. The contractor shall re-box the material if permission from the owner has been communicated by the EFMC COTR and if the EFMC COTR has authorized the effort, based on contractor recommendation that re-boxing is necessary for secure transport of the material. In those cases all box markings are to be replicated on new boxes. Boxes shall be clearly labeled using the EFMC standard. The contractor shall be responsible for supplies and for the transport of all materials to the EFMC, or some other location identified by the EFMC COTR.

EPA may have previously identified materials at a remote location. No contractor review of the material would be required in this instance. The contractor would be tasked to ensure that the materials are safely and orderly secured and transported to the EFMC or some other EFMC COTR-identified location.

8.2.3.3 Screening. In this type of review, either alone or in the company of EPA representatives, the contractor shall conduct a cursory review of the materials. Based on EFMC COTR-provided criteria, the contractor shall make an initial determination of material relevance. The contractor shall then formulate a recommendation concerning the best approach for in-depth review of the documents, and shall make that recommendation to the EPA EFMC COTR. With EFMC COTR approval, the documents shall be organized according to the predetermined scheme and the contractor shall undertake a rough electronic inventory of the documents using an EPA-approved log format. Detailed inventory shall be undertaken only when the need is established by the EPA EFMC COTR. At that time, or upon subsequent visit(s) to the document source, the EFMC COTR-indicated materials shall be retrieved, and when appropriate, duplicated. The contractor shall transport original documents and duplicated materials to the EFMC or another EFMC COTR-identified location. If materials are borrowed from a source, the contractor shall be responsible for the safe, orderly return of the materials to their owner or custodian.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. The deliverables for this task will be considered accepted upon review and approval by the COTR, based upon the COTR's written direction on the format and content of the requested deliverable.

### 8.3 Allocation Support



**Performance Requirements:**

The Contractor may be tasked to enhance allocation databases developed prior to this Contract, increasing functionality and creating documentation for usage.

**Performance Standards:**

Allocation databases, developed elsewhere, may be available for testing, and a more systemic approach toward allocation with global features may require development. Imaged materials may be loaded into SDMS-CR or PERL databases to facilitate retrieval of information maintained within the Cost Recovery evidentiary resource area. Inclusion of documents shall follow the EFMC numbering scheme and format used for readying documents for inclusion within EFMC's collections. Capabilities of database software shall maintain and enhance document relationship acknowledgment capability for transactional knowledge retention and eventual allocation computations. These features shall be developed by the contractor based on discussions with EPA and put into a proposed format for EPA review and authorization to implement. Software, as described above, shall be as off-the-shelf as practicable. All documentation, as described above, shall be preserved as the software is created/acquired. Like all software for this TO, allocation programs shall be supported by an ORACLE platform.

The contractor shall develop data quality procedures that may involve paper or be completely electronic. The proposed process, along with relevant forms, shall be submitted to the EFMC COTR prior to any data base input. EPA may require a pre-trial test of selected documents prior to any formal approval for adoption of the proposed process. Final review and authorization by EPA shall be in writing before adoption for use.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. The deliverables for this task will be considered accepted upon review and approval by the COTR, based upon the COTR's written direction on the format and content of the requested deliverable.

**8.4 Other New Processes****Performance Requirements:**

The Contractor may be required to support improved interaction and information sharing with the Department of Justice.

**Performance Standards:**

The Contractor may be tasked to purchase off-the-shelf software to explore areas of commonality with DOJ systems, and to analyze, develop and document new information exchange approaches.

**Acceptable Quality Level (AQL):** All deliverables shall be submitted and/or completed by the due date specified by EPA, and shall be one hundred percent (100%) accurate. The deliverables for this task will be considered accepted upon review and approval by the COTR, based upon the COTR's written direction on the format and content of the requested deliverable.

**8.5 Standard Operating Procedures and Workflow Development and Documentation****Performance Requirements:**

E & I tasks are complicated and the Superfund program is continually evolving. To achieve appropriate support, EPA will use SOPs that exist, recognize needs for modification of existing SOPs, and discover needs for new ones. Therefore, the Contractor may be tasked to recommend and demonstrate new procedures, prepare new or modify existing processes, document existing, modified, or new workflow processes, and prepare revised or new manuals, including the DCFDCSOPM. This and other manuals shall be kept up-to-date as tasked, and shall include electronic Visio (or other COTR specified) flowcharts of workflow. Revisions shall be incorporated and submitted to the EPA COTR within the time frame specified on the relevant checklist.

**Performance Standards:**

The Contractor shall prepare and deliver to the government deliverables as specified by checklist associated with the tasking document.

**Acceptable Quality Level (AQL):** The AQL will be determined and communicated to the Contractor at the time of tasking.

#### **VI. TASK ORDER PERIOD OF PERFORMANCE**

The task order period of performance shall be: July 30, 2010 to April 11, 2013

#### **VII. SCHEDULE OF DELIVERABLES/MILESTONES**

Monthly Reports  
Invoices  
Task Order Closeout Report

As specified in the contract  
As specified in the contract  
As Requested

#### **VIII. PERFORMANCE/ACCEPTANCE CRITERIA**

The contractor's deliverables shall be inspected by the government for acceptability. Unacceptable deliverables will be returned to the contractor with comments and directions for necessary corrections or rework which may be applicable.

#### **IX. EPA CONTACTS**

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